

Switching Programme – Blueprint phase

Switching Programme Delivery Group (SPDG) –Terms of Reference

1. Purpose of the Switching Programme Delivery Group

- 1.1. The objective of the Switching Programme is to improve customers' experience of switching, leading to greater engagement in the retail energy market by designing and implementing a new switching process that is reliable, fast and cost-effective. In turn this will build consumer confidence and facilitate competition, delivering better outcomes for consumers.
- 1.2. To assist Ofgem in meeting this objective, the Switching Programme Delivery Group (SPDG) has been formed. This group is to provide a senior level forum through which Ofgem can work together with key industry partners to monitor and drive the delivery of the programme as well as agree actions required to mitigate key risks and resolve issues that could impact delivery. The group will help provide oversight for the Programme and provide a link between the Switching Programme Steering Group (SPSG) and the various working level groups that are delivering programme outputs and providing advisory support.

2. Ways of working

- 2.1. The SPGD will meet every approximately every 2 months during the Blueprint phase, with the potential for further ad-hoc sessions to be called at the discretion of the Chair.
- 2.2. Meetings will be chaired by Ofgem's Switching Programme Director and the SRO will also be in attendance. There will also be senior-level representation from the Department of Energy and Climate Change (DECC), suppliers, Citizens Advice and other industry group representatives.

3. Duties of the SPDG

- 3.1. The duties of the group are to provide high-level support to the Switching Programme, drive forward progress and resolve delivery issues. This includes:
 - Ensuring appropriate resources are provided to the programme from members' organisations and those they represent and where appropriate being accountable for their input and activities;
 - Reviewing and discussing progress against the programme plan, identifying and mitigating key risks and issues through the agreement of actions for the Ofgem programme team and participant organisations;
 - Advising on the direction of the Programme in the context of its delivery approach and related matters, making appropriate recommendations to the SRO and Programme Director;
 - Providing a link between the membership of both SPSG (which provides high level steer and support) and External Design Advisory Group (EDAG) (which provides expert advice into the design baseline) ensuring that members' organisations are appraised of progress made in overall delivery, risks, issues and their mitigations.
- 3.2. The group has no remit in relation to the development, review and approval of design or specifications. These are discussed through the user groups and the External Design Advisory Group (EDAG). EDAG makes recommendations to the programme on design issues.
- 3.3. The group's summary discussion (non-attributable) will be recorded by the Ofgem secretariat and passed to the relevant governance or decision-making body for consideration.

4. Rules of participation

- 4.1. Members are expected to be Senior Operational/Executive level or equivalent, and will be responsible for delivering the switching reforms in their organisation in addition to being the primary contact in relation to the Switching Programme.
- 4.2. A named alternate for each member shall be identified to ensure that meetings can take place where members are not able to attend. Alternates shall only attend when the member is not able to attend.
- 4.3. Ofgem will have the discretion to invite interested parties on an ad-hoc basis to attend any meeting to discuss specific issues. Members will provide recommendations to Ofgem as appropriate on additional ad-hoc attendees to be invited.
- 4.4. For the avoidance of doubt, any discussions in meetings and views expressed or implied in such discussions, or in associated documents, are without prejudice to, and shall not limit the discretion of Ofgem with regard to final decisions. Equally, views expressed by participants during meetings will not be treated as the formal position of the organisation they are representing and will in no way prejudice consultation responses.
- 4.5. It is the responsibility of the members to ensure compliance with competition law while participating within this group.

5. Administration

- 5.1. Ofgem will chair SPDG and provide secretariat functions.
- 5.2. The Ofgem secretariat will provide agendas and papers at least 5 working days in advance of each meeting and summarise key discussions and actions within 10 working days of each meeting.
- 5.3. Meetings will be held at Ofgem's offices at Millbank, London unless otherwise arranged by the Chair.
- 5.4. The schedule of meeting dates and summary minutes for the meetings will be published on the Ofgem website¹.

6. Review

- 6.1. The Terms of Reference, membership and operation of the SPDG may be reviewed at any time to ensure that they remain appropriate for the requirements of the programme.

7. Membership

- 7.1. Ofgem will invite members to participate in the SPDG.

¹ Before deciding whether to publish any information relating to the affairs of a particular licence holder or business, Ofgem is required to consider whether it is appropriate to redact any information on the basis that the information would or might, in our opinion, seriously and prejudicially harm the interests of that person ("confidential information"). In order to enable Ofgem to conduct this assessment (in the event that the possibility of publishing information is considered), SPDG members should indicate whether they consider any information to be confidential. Where appropriate, we may seek further representations from licence holders at a later stage in respect of any specific information Ofgem is proposing to publish for any other purposes.